

HATE INCIDENTS PLAN FOR GATESHEAD

**Gateshead Community
Safety Board**

Introduction

Gateshead is a borough where people from many different backgrounds live, work and socialise. Gateshead communities continue to evolve to reflect a more diverse and vibrant society. We must all work successfully together to continue to make Gateshead a safe and welcoming place, where everyone feels included and can make a positive contribution to community life.

Gateshead Council, Northumbria Police and partners have worked together to develop this Plan to tackle hate incidents in the borough.

Hate incidents should not be tolerated and victims should be supported to report such incidents and expect positive action against perpetrators. Hate incidents can have a significant effect on a person's quality of life.

The effect may not be limited to the victim but may well create tension and conflict which can permeate through our communities, attacking our principles of equality and respect for difference and diversity. Hate incidents have the potential to cause greater fear and anxiety, generating and intensifying wider tensions that impinge on the norms and values of society as a whole.

This Plan reaffirms our commitment to support the national hate incidents agenda. Gateshead Community Safety Board supports the objectives laid out in the following nationally recognised reports:

- Equality and Human Rights Commission (EHCR) - Hidden in Plain Sight (2011) and Out in the Open (2013)
- Challenge it, Report it, Stop it - Government approach to tackling Hate Crime (2012)
- Mencap - Stand By Me pledge (2011)
- Living in A Different World - Joint review of Disability and Hate Crime (2013)
- Hate Crime Strategy - previously Association of Chief Police Officers (2012)
- The Macpherson Report (1999)

The Plan also contributes to and supports the delivery of Vision 2030, Gateshead's long term strategy.

A wide range of partners and stakeholders have helped in the production of this Plan.

In March 2012, the 'Challenge it, Report it, Stop it' plan was published by the Government to tackle hate incidents under three core principles:

- To prevent hate incidents - by challenging the attitudes that underpin it, and intervening early to prevent it escalating
- To increase reporting and access support - by building victim confidence and supporting local partnerships
- To improve operational response to hate incidents - by better identifying and prioritising effective partnership working

Hate incidents can take many forms including:

- Physical attacks such as assault, damage to property, offensive graffiti and arson.
- Threat of attack including offensive letters or language, abusive or obscene telephone calls, intimidation and unfounded, malicious complaints, outing or threat of outing.
- Verbal abuse, insults or harassment - taunting, offensive leaflets and posters, abusive gestures, dumping of rubbish outside homes or through letterboxes, and bullying at school or in the workplace.

Individuals may be targeted because of their actual or perceived:

- Disability
- Gender identity (transphobic)
- Race or ethnicity (racist)
- Religion or belief
- Sexual orientation (homophobic)
- Individuals may also be targeted due to other issues which identify them as 'different'

DEFINITION OF HATE INCIDENTS?

Hate incidents are any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a personal characteristic.

In Gateshead hate incidents are taken to mean any crime or incident where the perpetrators hostility or prejudice against an identifiable group of people is a factor in determining who is victimised.

FACT

In the UK last year, 52,528 hate incidents recorded by the police

FACT

Nationally hate incidents increase by 18%. In 2014-15 compared to the previous year

FACT

59% of hate incidents were public order offences 39% were violence against the person offences

FACT

Hate incidents rose by 18% during 2014-15

FACT

Race hate incidents in our region is the most common type of hate incidents reported

FACT

782 race hate incidents were reported in our region last year – an increase of 34%

Our 10 commitments

To support the Community Safety Board's objectives in relation to this agenda we have established 10 commitments. These are to:

1. Help victims feel safer

Those affected by hate incidents will be given access to timely and good quality support. Victims will be consulted about their experiences and play a key role in the decision making process for future work.

2. Hold perpetrators to account

Perpetrators of hate incidents will be held accountable for their actions, and those perpetrators who have not entered the criminal justice arena will be encouraged and supported to get help with their behaviour.

3. Act quickly

We recognise the importance of early intervention to avoid incidents escalating. We will act on reports of hate incidents and contact victims quickly.

4. Be open and honest

We will publish information about how well we are doing, about how we respond to reports of hate incidents, and how many reports we are dealing with.

5. Treat people with respect and confidentiality

We will always treat people who report incidents to us with respect and dignity.

6. Listen to and involve the community

We will listen to the community and help them to challenge how well we are doing. We will also promote awareness, understanding and confidence in the reporting process within the wider community.

6. Training and Development

We will ensure as much as possible that key agencies commit to regular training and development for staff in relation to hate incidents

8. Work in partnership

We will coordinate our efforts and resources so we are as effective and efficient as we can be. We will hold each other to account, challenge each other to improve, and make sure we are delivering on our promises.

9. Provide quality services

We will work hard with available resources to keep getting better. We will provide quality support for victims at all times, meeting their individual needs.

10. Help create a safer future

We will play our part in creating a safer Gateshead that is free from prejudice and discrimination.

Themes

To achieve these 10 commitments we have identified the following themes.
Report hate incidents • Case management • Prevention through education

Reporting Hate incident

Ensure that people understand what hate incident is; how to report it and how it will be dealt with; and improving the means for reporting incidents by making them more accessible, easy to use and having more options available.

Objective 1

To increase reporting of incidents of hate by:

- Raising awareness of the reporting process;
- Increasing understanding of the reporting process; and
- Improving confidence in the reporting process.

Objective 2

To increase the accessibility of the reporting process by:

- Offering more accessible reporting mechanisms such as exploring the use of media; and
- Improving the accessibility of existing reporting mechanisms such as ARCH and Safe Reporting Centres.

We will:

- Work with key agencies, partners, community groups and organisations to ensure that they understand exactly what a hate incident is and how to report it.
- Deliver targeted programmes and campaigns based on national awareness days and those identified through local intelligence and tension monitoring.
- Continue to recruit Community Contact Points, making it easier for people to report hate incident and access support.
- Actively develop and promote a range of accessible ways to make it easier to report hate incident and hate incidents and review the current reporting methods to ensure they are fit for purpose.
- Work with and provide support to victims and witnesses to help build confidence to come forward and report incidents that occur.
- Emphasise the significance of reporting even if the perpetrator is not known - this will demonstrate the importance of building intelligence and actively provide feedback of outcomes to victims.
- Actively raise awareness of incidents that occur and publicise actions taken and successful prosecutions to ensure understanding that hate incident is taken seriously.
- Maintain regular contact with key groups and services.

Case Management

To improve our case management process so we can be sure reported incidents are dealt with as effectively and consistently as possible, making the best possible use of the resources available. To ensure we make the best use of appropriate interventions to intervene as soon as possible to stop behaviour escalating.

Objective 1

To ensure that case management is reliable and coordinated by:

- Identifying a single service to coordinate the allocation and performance reporting of all reported cases;
- Identifying relevant services to be involved in the resolution;
- Providing a consistent approach to recording all hate incident cases; and
- Pro-actively dealing with and responding to emerging patterns and trends.

Objective 2

To reduce the number of hate incidents by:

- Working in partnership to share information and identify repeat offenders;
- Making referrals to appropriate services;
- Undertaking appropriate enforcement action;
- Utilising the appropriate tools and powers;
- Ensuring appropriate interventions are put in place; and
- Identifying and supporting repeat victims.

We will:

- Ensure appropriate staff are suitably trained and supported in using the ARCH system.
- Ensure that every hate incident is recorded on ARCH and brought to the attention of the Central Communities Engagement Team to ensure the case is effectively managed and action taken as required.
- Take effective action against perpetrators by developing a joined up partnership response to tackling offenders of hate incident that focus on a localised action plan.
- Ensure all activity is intelligence-led and evidence-driven to ensure that interventions focus on emerging trends and themes.
- Ensure partners are fully aware of the graded response, tools and powers and other interventions e.g. Youth Crime Education Programme.
- Ensure regular liaison between the Communities Engagement Team and Community Safety Team to ensure all cases are being suitably monitored and progressed.
- Encourage early intervention to reduce the risk of incidents escalating.
- Support victims by building confidence in coming forward to seek justice and work with partners to ensure the right support is available when they do.
- Analyse trends to ensure all activity is intelligence led and evidence achieved.

Prevention through Education

Communicate effective and consistent messages to help prevent incidents occurring

Deliver targeted education and training programmes to specific groups most at risk of victimisation and offending

Objective 1

To help prevent incidents happening by:

- Developing general campaigns to support national campaigns such as Hate Incident Awareness Week;
- Raising awareness of the consequences of hate incidents;
- Promoting positive relations to help prevent incidents in the future; and
- Reducing the ignorance and prejudice which motivates hate incidents.

Objective 2

To deliver targeted education and training programmes by:

- Identifying key groups that would benefit from education and training;
- Developing specific training packages;
- Utilising partners to build capacity in communities;
- Delivering specific campaigns to respond to specific areas of concern; and
- Encouraging training in organisation.

We will:

- Use creative messages that capture imagination, and explore the use of social media
- Commission partners to deliver specific work, helping partners and stakeholders build capacity
- Support local and national hate incident campaigns
- Challenge attitudes and behaviours that increase hatred
- Encourage specific projects that support the objectives in this strategy
- Ensure a consistent and regular dialogue with key groups
- Feedback how we are delivering on the strategy and what we have achieved

Implementation - how we will deliver our plan

A strategic action plan has also been developed to help the Community Safety Board deliver our 10 commitments. The action plan is to be monitored and reviewed on an annual basis. Partners will evidence the delivery of the relevant actions and their success which will provide an indication of where further work will be required.

We will work together through Gateshead's Hate Incident and Tension Monitoring Group to deliver our objectives in the plan.

Hate Crime and tension monitoring group

The Hate Crime incident and tension monitoring group is a multi agency forum in Gateshead. The purpose of the group is to develop proactive opportunities to address and tactical hate incidents and tensions through intelligence led performance and evidence driven interventions in order to improve local resident's quality of life.

Measuring impact - how we will know if our plan is effective

To determine the impact of the delivery of the plan the following indicators will be used as a measure:

- Increase awareness, including recognition and understanding of hate incidents
- Increase in the number of reported hate incidents
- Decrease in the number of repeat victims
- Increase in the number of positive outcomes for victims including detection rates
- Increase of victims confidence in police and partner services
- The number of reports made by each reporting centre
- Percentage of victims who were satisfied/very satisfied with the reporting process
- The average number of days taken between being reported and concluded
- Increase hate incident reporting is also a quality objective for Gateshead for 2019/20

Governance and accountability - how our plan will be scrutinised

Gateshead Community Safety Board is responsible for overseeing the delivery of the commitments and objectives of the Hate Incident Plan through the Hate Crime and Tension Monitoring Group. The Hate Incident Plan supports the Board's aim to build safer, stronger, more confident communities; improve community safety and reduce the fear of crime.

To ensure effectiveness of the strategy; any changes, updates and additions are to be agreed and delivered by the Hate Crime and Tension Monitoring Group.

How to report hate incident

If you or someone you know has been affected by hate incident then you can report it in one of the following ways:

By telephone

In an emergency always dial 999.

In other cases you can call the Police on 101.

Or, to report an incident 24 hours a day call the helpline on 0191 433 2648.

Reports can also be made to Arch on 08000 323 288

Online

Visit www.northumbria.police.uk to report the incident

True Vision is a national third party reporting website - reports can be made online to www.report-it.org.uk

By email

To communitysafety@gateshead.gov.uk

This will be sent to Gateshead Council and responded to by the Community Safety Team (Mon-Fri 9am-5pm)

In person

Victims can speak to the police in confidence at their local police station

Approach any one of a wide range of Community Contact Points who will be able to help them file a report - visit www.gateshead.gov.uk

If you have suffered a disability hate incident you can also visit a Safe Reporting Centre to report, if you prefer - visit www.northumbria.police.uk

Victims First Northumbria

Provide practical and emotional support to help victims of crime across Northumbria, helping them to cope and recover from their experiences.

0800 011 3116

enquiries@vctimsfristnorthumbria.org.uk

www.victimsfristnorthumbria.org.uk

Who to contact to find out more?

Further information can be found on Gateshead Council's website:
www.gateshead.gov.uk/safergateshead

Alternatively, Community Safety can be contacted:

By Letter:

Community Safety Team
Gateshead Council
Civic Centre
Regent Street
Gateshead Council NE8 1HH

By Email:

community.safety@gateshead.gov.uk for general enquiries

By Telephone:

0191 433 2279
(Office Hours: Monday to Friday, 9-5pm)

Northumbria Police - by text message

In a non-emergency situation you can also text us on 07786 200 814

Other Contact

For people who are deaf, hard of hearing or speech impaired

In an emergency, text to 999

In a non-emergency, text to 07786 200 815

In a non-emergency, textphone 18001 101